

# PARTNERS

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## V3 NEW ELIGIBILITY SYSTEM

### Project Update

The Implementation Team continues to work with Vitech on the production of the Design Specifications. The Design Specifications, originally expected to continue through the end of October, have run over into the month of November. A significant number of specifications have already been passed to the V3 programmers and we have begun to see some of the new functionality in our “sandbox” environment.

Following completion of the Design Specifications, the Implementation Team will begin work on test script development. Should any of you wish to submit scenarios for testing, please feel free to e-mail any member of the Implementation Team with your suggestions.

Additionally, the importance of interfacing, particularly for the larger employers, cannot be overstated. In order to lessen the ever increasing

manual workload for both employers and SHBP, it is critical to do the following things:

1. **Interface regularly** with V3 HPAS and perform reconciliations prior to billing;
2. **Direct Employees to the Web** for Open Enrollment and Life Event Changes and make sure they know any internal timelines (i.e., when your payroll will run) that may effect their coverage\*; and
3. **Pay promptly** and pay as billed.

Should you have any questions about interfacing, please feel free to contact Patti Polk or Kenneth Darter.

\*Note: Employees will only receive the coverage that has been both paid for and properly documented within the specified time. Therefore, the employees’ coverage may be adversely affected by the timing of their selections and their failure to promptly submit supporting and verifying documentation.

### New Retiree Process to begin with V3

Coordinating the continuation of health insurance for retirees with the retirement systems has been challenging for the SHBP, and sometimes frustrating for the new retiree. With implementation of the new system, SHBP is making some process improvements so continuing health insurance into retirement will be easier and faster.

Beginning in March 2006, a new interface will begin with the retirement systems. This interface will tell SHBP who the retirement systems have set up to receive their first retirement check. With this notification, HPAS will

AUTOMATICALLY enroll those retirees who had coverage when they retired into the retiree coverage. The new retiree will be enrolled in the same option they had as an active employee.

The following business day, a health insurance retirement packet will be sent to the new retiree. Since retirement is a qualifying event, the member may change to another option or decline coverage if the member did not want to carry their health insurance into retirement. Both elections can be made by the retiree on the Web or by returning the form provided in the new retiree packet to SHBP.

# Training for V3 HPAS

As the date nears for rollout of the V3 HPAS system, training is being developed in an array of methods to ensure the users have the information and skills to use the system. The various forms of training and documentation that will be available are:

- Online User Guide,
- Online tutorials, and
- Instructor-led training with “hands-on” practice (for payroll location users only).

Members, who are the end users of the Web self-service, will have an online tutorial explaining at a high level what they can do in the system. This tutorial will be available online on the HPAS Web site, so that members may refer to it at any time. There will also be detailed online help for each screen and process in the system to allow information lookups based on the task the user is performing.

Payroll location personnel, who will use an expanded Web interface with greater functionality, receive their own online tutorial as an introduction to the system and its functionality, plus instructor-led training sessions with system demonstrations. Live “hands-on” training sessions will be held and user questions will be addressed. Two representatives from each payroll location will be requested to attend the one-day hands-on training session, scheduled to begin in March 2006. These sessions will be held in several regional locations throughout the state.

TrainingPros, a professional training company, is responsible for developing the documentation and training. They will also be delivering the hands-on training. A V3 product specialist and DCH analyst will be present at the training sessions.

If you have any questions regarding V3 HPAS training, please contact Marla Headd.

## Flexible Benefit Program Interfaces

In the October 2005 Partners newsletter, the Implementation Team announced that DCH was in discussions with the State Accounting Office (SAO), or PeopleSoft, for the implementation of the V3 HPAS.

The State Accounting Office has formally accepted our business request to import/export data from the PeopleSoft system to the new V3 HPAS. We look forward to

working with the State Accounting Office and PeopleSoft as we work toward our go live date.

This decision does affect the other GMS Flexible Benefit partners that are not PeopleSoft users. These payroll locations will interface directly with V3 HPAS instead of going through a Flex interface. DCH is communicating with these payroll locations or their representatives regarding direct interfacing requirements.

# FMLA Process Changes

At the request of some of the payroll locations, with implementation of the new HPAS system, SHBP will change the process for employees who continue health coverage during an unpaid leave of absence under the FMLA regulations. As with all approved leave without pay scenarios, the payroll location makes the appropriate changes to the employees' V3 employment records indicating the leave type and beginning and end dates. When the employment record indicates a leave without pay type of FMLA, the payroll location will receive a separate bill for the employee's health coverage and the employer contribution.

As you know, the federal FMLA regulations permit the employer to offer several health insurance premium payment options to the FMLA employee. However, the SHBP requires premium payment prior to the coverage being available to the employee. Under the new process the payroll location will remit the employees' full monthly premium and employer contribution to SHBP. Of course, if the employee does not want to continue the health coverage during the FMLA leave, no monthly employee premium needs to be submitted. It's important to note, however, that whenever coverage is not paid as billed it will be suspended until the employee returns to work.

## STATE HEALTH BENEFIT PLAN

### USEFUL CONTACT INFORMATION

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